

FAMILY-CENTERED SERVICES CASE FORM (SS-63) INSTRUCTIONS:

PURPOSE:

Form SS-63 is designed to gather demographic information about the Family-centered Service (FCS) case and its members. It also serves as a basis for inputting information about case activities and for generating reminder notices to the Social Service Worker (SSW) regarding those activities.

The form will be completed on the following:

- Families for which a status of "Probable Cause" was found as a result of a Child Abuse/Neglect (CA/N) investigation;
- Families for which a status of "Unsubstantiated - Preventive Services Indicated" was found as a result of CA/N investigation;
- Individuals or families to whom Preventive Services are being provided;
- Parents of children in Alternative Care. If the parent(s) moves out of state and the plan is to reunify the family, the SS-63 should remain open in order to maintain an active file for the family. When the child is returned to the parent(s) and interstate placement services are provided by the other state, a Protective Service Interstate Placement Form (SS-64) is completed for each child. The SS-63 will be closed when the child is released from court jurisdiction (ICPC services terminated);

NOTE: On-going responsibility for the case would be with the county which has legal responsibility for the child.

- A request is received from another state to conduct a home study of a family residing in Missouri to determine their readiness to provide a home for their child, who is in Alternative Care in the other state. When the child is placed with the family, an SS-64 is completed for each child. The SS-63 is closed when the child is released from court jurisdiction (ICPC services terminated).

NOTE: All other children in interstate placements (not placed with parents) shall have active Alternative Care cases (Alternative Care Client Form, SS-61, completed for the child).

The form is to be completed:

- At time of case opening or reopening:
 - A. For cases being opened for Preventive Services, an original SS-63 form is completed by the SSW. The turnaround or an initial form is used for reopening.
 - B. The SS-63 turnaround form is automatically generated from the CA/N system when it is determined a Family-centered Service case, or an Unsubstantiated -- Preventive Services Indicated case, should be opened or reopened for assessment purposes. The turnaround will contain information from the CA/N system. The form should be reviewed for completeness and accuracy;
- To update information;
- To transfer the case to another county; and
- To close the case.

If there are errors on the SS-63 which must be corrected by the SSW before the form can be processed, the teleprocessing (TP) operator will circle the error(s) in red and return the form to the SSW. The SSW should make corrections as soon as possible and return the form to the TP operator for on-line entry.

NUMBER OF COPIES AND DISTRIBUTION:

The SS-63 is a one page form. It should be xeroxed if staff need an extra copy.

It is generated automatically by the Division of Data Processing on cases that are opened due to CA/N investigations ("Probable Cause," "Unsubstantiated - Preventive Services Indicated," or "Family Assessment - Services Needed" determinations). The SS-63 is filed in the Family-centered Services case record upon receipt of the form in the county office.

The SS-63 is also used by the county offices to open Preventive Services cases (any case that is not opened due to a CA/N investigation). It is completed by the SSW and provided to the TP operator for on-line entry. After entry, it should be returned to the SSW for inclusion in the case record. This initial form can be destroyed upon receipt of the turnaround copy.

INSTRUCTIONS FOR COMPLETION:

Information is printed in the gray areas of the form. Print legibly when completing the form so the TP operator can easily read the information to be entered.

A turnaround form will be generated to the county as a result of the information entered and updated. Information on the turnaround will be printed on the white areas of the form. If more than one action occurs for a case per day, only one turnaround will be generated.

Additional turnaround forms will be automatically generated to the county when:

- A change by any program area is made to client information maintained in the departmental area (e.g., name, b.d.);
- An automatic update occurs to the FCS Case as a result of a child entering or leaving Alternative Care;
- Duplicate DCN's are combined and the FCS case contained the higher (incorrect) DCN;
- A child is automatically deleted from an FCS case due to parental rights being terminated.

NOTE: Two or more SS-63 forms do not indicate duplicate FCS cases. Two or more different Case I.D. Numbers for one case indicate duplicate cases.

The turnaround copy should always be used for reopenings, updating, closings and inter-county transfers. However, if the case manager/service worker wishes to report a change before the turnaround is received in the county office, the change can be reported by completing a blank SS-63 form, entering information in required fields 1 (Action) and 2 (Case I.D. Number) and the changes to be reported.

In order to generate a turnaround copy from the system to replace a lost turnaround form, fields 1 (Action - code of G, Replace Turnaround Form), 2 (Case I.D. Number), and 4 (Case Manager I.D. Number) are completed on a blank form.

All dates (except birthdates) must be six digits (e.g., 00/00/00).

If a case has been opened in error, or duplicate cases have been opened, the SSW should enter code F - Delete Case - in field 1 (Action) on the SS-63 for the case which needs to be deleted.

All counties then send the SS-63 to the Children's Services Payment Unit in central office.

If a case closing date needs to be deleted, (e.g., the case was closed in error), enter an asterisk (*) in the gray area of the date field (field 14, Close Reason and date). Send the SS-63 with an accompanying IOC to Children's Services Payment Unit.

Asterisks (**) next to an item indicate codes for the item are listed on the SS-63 code sheet.

- ** 1. Action Code: Enter the appropriate code for the type of action to be taken. Only one action code can be reported on the form at one time.

See Attachment A for required, optional and not allowed fields for each action code.

2. Case I.D. Number: This number will be printed on the turnaround form for those cases set up from the CA/N system for which a turnaround is automatically generated. For cases opened for a Preventive Services reason, the SSW will leave this field blank. After a number is assigned by the TP operator, it will be entered on the form by the TP operator.

For cases set up from the CA/N system, the number will be composed of the eight digits of the CA/N incident number which initially caused the FCS case to be opened, and a one-digit suffix which indicates the number of times the Family-centered Services case has been reopened.

For cases opened for Preventive Services, the same type of number will be computer-generated when the TP operator sets the case up in the system. Example of a Preventive Services Case I.D. Number:

93234501-0
93 - 1993
234 - August 22 (Julian date)
501 - First Preventive Services case set up in the
system on 8-22-93
0 - First time this case has been opened for
Family-centered Services

For reopenings, the same "base" (first eight numbers) Case I.D. Number is used. The suffix, which indicates the number of times a case has been reopened, will be automatically assigned by the computer.

The same Case I.D. Number is used continuously even if there have been changes in the household composition or the Case Name changes. The criteria used in determining if the same case is being reopened is if one parent and one child were case members in a closed Family-centered Services case. Staff should determine if a case already exists (open or closed) by utilizing TP transactions to search the data base.

Transaction KDCN (Family-centered Service Inquiry for DCN) should be used for each parent and child listed in the case in order to determine what cases they are in. Transaction KCAS (Family-centered Service Case Inquiry) should then be used to review the household composition for each case.

This is a nine-position field.

3. Case Name (Last Name, First Name): This field is not completed by the SSW. It will be computer printed on the turnaround form when the case is opened as a result of a CA/N investigation (the Case Name will be the name listed as the #1 Parent/Substitute on the CA/N-1 form), or if the case is opened as a Preventive Services case. If the SS-63 generated from the CA/N system does not have a Case Name it is because the person listed as #1 Parent/Substitute on the CA/N-1 did not have an entered DCN in the CA/N system. After obtaining enough information to search for and/or assign a DCN, the person should be added to the FCS case and assigned Person Type A - Case Name.

If #1 (Parent/Substitute) in the CA/N system should not have been the case name, update the Person Type for the person who should be the Case Name.

4. Case Manager I.D. Number: Enter the five-digit worker I.D. number of the case manager. This field will already be completed when the turnaround form is generated from the CA/N system. (It will be the "FCS Worker" I.D. No. which is entered on the CA/N-1 form.) It should be updated if necessary.

- **5. Case Manager County: Enter the FIPS county code for the county in which the case manager is based.

This is the county of residence of the family unless a juvenile court has taken jurisdiction and awarded DFS custody or supervision of a child(ren). It would then be the county of court jurisdiction.

This field will already be completed on the turnaround form generated from the CA/N system. (It is based on the county number of the CA/N investigating worker.) It should be updated if necessary.

This is a three-position field.

6. Service Worker I.D. No.: Enter the five-digit worker I.D. number of the service worker, the worker providing direct services to the family. This field will already be completed when the turnaround form is generated from the CA/N system. (It will be the "FCS Worker" I.D. No. which is entered on the CA/N form.) This will be the worker name which is computer printed in the upper right corner of the SS-63 turnaround form.

If the parents of a child in Alternative Care reside out of state, the Case Manager I.D. No. should be entered in this field.

NOTE: To remove a case from transfer status, this field and Service County must be updated.

- **7. Service County: Enter the FIPS county code for the county in which the service worker is based.

This field will already be completed on the turnaround form generated from the CA/N system (based on the Household Address County Code). This will be the county name which is computer printed in the upper right corner of the SS-63 turnaround form.

If the parents of a child in Alternative Care reside out of state, code 999 should be entered in this field.

NOTE: To remove a case from transfer status, this field and Service Worker I.D. No. must be updated. If the county number was updated by the sending county, the receiving county should re-enter the correct county code.

This is a three-position field.

HOUSEHOLD ADDRESS: This is the household address of the Family-centered Service case.

NOTE: If the whereabouts of the parent(s) of a child in Alternative Care are unknown, and attempts are being made to locate the parent, the address fields should reflect the last known address, or UNKNOWN can be entered in fields 8 and/or 10. An acceptable state code must be entered in field 11 or UN if the state is

UNKNOWN and if the zip code is unknown, five (5) zeros (00000) may be entered in field 12.

8. Address Line 1: Enter the first line of the street address. If the address is a rural route or post office box only, it should be entered in this space.

This is a 23-position field.

9. Address Line 2: Enter the second line of the address, if applicable. If a post office box number is used in addition to a street address, the post office box should be entered in this field. In order to delete the address in this field, enter an asterisk (*) in the gray area.

This is a 23-position field.

10. City: Enter the name of the city of the Family-centered Services case.

11. State: Enter the two-letter abbreviation for the state. The abbreviations from the SS-60 code sheet should be used.

12. Zip Code: Enter the five-number zip code in the first five spaces of this field. (Nine spaces have been allowed for future expansion.)

- **13. Household County: Enter the FIPS county code for the county in which the Family-centered Services family resides. If parents of a child in Alternative Care reside out of state, code 999 should be entered in this field.

This is a three-position field.

14. Telephone Number: Enter the area code and telephone number for the case. To delete the telephone number, enter an asterisk (*) in the gray area of the date field. The form should then be sent to the Children's Services Payment Unit with an accompanying IOC explaining that the close reason and date should be deleted.

These are one and six-position fields respectively.

- **15. Open Reason and Date: If the case is being opened as a result of "Probable Cause" CA/N determination, the turnaround form which is automatically generated from the CA/N system will contain Open Reason Code A (Probable Cause CA/N). The Open Date will be the

Status Determination date from the CA/N-1 (the date of the CA/N investigation determination).

If the case is being opened as a result of an "Unsubstantiated - Preventive Services Indicated" CA/N determination, the turnaround form which is automatically generated from the CA/N system will contain Open Reason Code B (Family requests Preventive Services). The Open Date will be the Status Determination date from the CA/N-1 (the date of the CA/N investigation determination).

If the case is being opened as a result of "Family Assessment and Services," the turnaround form which is automatically generated from the CA/N system will contain Open Reason Code E (Family Assessment and Services - Demonstration Areas). The Open Date will be the Status Determination date from the CA/N-1 (the date of the Family Assessment and Services determination).

If the case is being opened for Preventive Services in the county office, the Open Reason code B (Family requests Preventive Services) and the case opening date should be entered on the form.

In the event a CA/N investigation is conducted on an open Preventive Services case and the outcome of the investigation is "Probable Cause," the Open Reason will be changed from B (Family requests Preventive Services) to A (Probable Cause CA/N) within the system by the use of FCS Assessment Status code G, which the investigative worker enters on the CA/N-1 form. The Open Reason cannot be changed from a B to an A on the SS-63 form.

If the case is being opened as a result of a court order when the case was opened for reasons other than CA/N, enter the Open Reason C (Case opened due to court order only - Non CA/N) and the case opening date on the form. This will include cases opened due to status offender placements, other court-ordered placements, or court-ordered supervision, that are not opened as a result of a CA/N incident.

If the case is being opened as a result of the completion of a Newborn Crisis Assessment, enter Open Reason code D (Case opened for Newborn Crisis Assessment only) and the case opening date on the form.

Code A cannot be changed to Open Reason code B, C, D, or E. Codes B, C, D, or E can only be changed to A as a result of a Probable Cause CA/N report.

- **16. Close Reason and Date: Enter the code for the closing reason and the date on which the Family-centered Service case is being closed. If the case was closed in error and the closing information is to be deleted, enter an asterisk (*) in the gray area of the date field. The form should then be sent to the Children's Services Payment Unit with an accompanying IOC explaining that the close reason and date should be deleted.

These are one and six-position fields respectively.

17. Leave this field blank.

CASE TRANSFER: The following two fields should be completed by the sending county when an open Family-centered Services case is being transferred to another county. The case record should not be transferred until residence in the receiving county has been verified. The receiving county should update information as needed on the turnaround form which they receive. The case will remain in a "transfer status" (case shown as not assigned in receiving county) until field 6 (Service Worker I.D. Number) and Field 7 (Service County) are updated by the receiving county.

NOTE: If the sending county updated the Service County (in error), the receiving county should re-enter the correct county code.

If a request is received to transfer a case which has been closed for Family-centered Services, the case transfer fields are not updated. The closed SS-63 form would be sent to the requesting county with the case record. The requesting county would then reopen the case. The closed SS-63 form is utilized for opening a Safekeeping case. A turnaround form is automatically generated if the case is re-opened through the CA/N system.

18. Case Transfer Date: Enter the date the case record is transferred to another county.

This is a six-position field.

- **19. County of Destination: Enter the FIPS code for the county to which the case is being transferred.

20. Leave this field blank.

21. Leave this field blank.

REMINDER REPORTS: The case activity due dates which are entered in fields 23, 25, and 26 will be utilized to provide reminders to the SSW. Once the due date which has been entered has passed, it will no longer appear on the monthly reminder report.

22. Last Court Report Date: Enter the date the last court report was submitted to the court. (This applies only to reports being submitted regarding children physically in the home. A court report for a child in Alternative Care will be reported on that child's SS-61.) This date cannot be prior to the case open date or a future date.

This is a six-position field.

23. Next Court Report Date: Enter in this field the date on which the next court report is due (if applicable). This date will continue to appear on the turnaround form but can be deleted by entering an asterisk (*) in the gray area of the date field.

This is a six-position field.

24. Case Plan Completion Date: Enter the beginning date of the current case plan which is in effect. This date cannot be prior to the case open date or a future date.
25. Case Plan Reassessment Date: Enter the date on which the case plan is due for reassessment.

Codes and dates entered will be returned on the turnaround form. It will continue to appear on the turnaround form but can be deleted by the SSW by entering an asterisk (*) in the gray area of the date field.

- **26. Case Activity Reminder Codes and Date: These fields can be used to report activity due dates for which the SSW wishes to receive a reminder notice.

One or more of the codes can be entered on the turnaround at one time. If fewer than three entries are made, the left-most fields should be used. Codes and dates entered will be returned in the white area on the turnaround.

The code and date will continue to appear on the turnaround but can be deleted from the form by the SSW by entering an asterisk (*) in the gray area for the date field. These are one and six-position fields.

27. Emergency Assistance Services Authorization Start Date:
This field (titled EAS Auth. Date on the SS-63) is completed using the Emergency Assistance Service Authorization Start Date on the CS-EAS-1 form. The date must be six digits (e.g., 05-01-91). The date can be entered on the KSET (Family-centered Services Setup), or on the KUPD (Family-centered Services Update) screen.

The EAS Authorization Start Date will be used as the start date to allow for payment of all authorized emergency services provided for up to 365 days after this date. After the date has been entered in the system, edits will prevent changing the date until twelve (12) months have elapsed. This edit is to restrict claiming more than 365 days of allowable services within a twelve month period.

In some cases, the first service for the family may be authorized before the Family-centered Services case has been established. When this occurs, staff should enter the date recorded on the CS-EAS-1, even though this date will be a date in the past. The SS-63 system will allow backdating of this date up to 90 days in the past in order to allow entry of the correct EAS Authorization Start Date.

ACTS CHILDREN LISTED IN THE SS-63 SYSTEM -- In some FCS households, one or more of the children in the household are listed as being in an out-of-home placement in the ACTS system. If there is no EAS authorization start date for the household in the SS-63 system or for the child in ACTS, or the EAS date is over one year old, the EAS Authorization Start Date can be entered from either the SS-63 or the ACTS system. When this date is entered from ACTS, and the child is listed in an FCS household, the EAS date in FCS will automatically be updated with the date entered from a member of the FCS household, even though (s)he resides out-of-home in Alternative Care. It is important that all children in ACTS, who are part of a Family-centered Services household, are included as household members in the FCS system so that the EAS dates remain consistent.

NOTE: When a child in ACTS who has an EAS Authorization Start Date is being added to a FCS household that has a different EAS authorization start date, the EAS date in the FCS system will not be updated with the date in ACTS. Instead, an error report will be sent to the

Children's Services Payment Unit identifying the discrepancy in EAS dates. You will be contacted by the Payment Unit in order to resolve the date discrepancy.

This is a six-position field.

CASE MEMBER DATA: All members of the family are listed in this section, including those who may be residing out of the home (e.g., in Alternative Care, in a correctional facility or in a mental health facility).

If there are not enough spaces to show all the case members on one form, a second SS-63 Should be completed. In addition to the case member fields, field 2, Case I.D. Number, must be completed.

In order to delete a case member from the form, enter an asterisk (*) in the gray area under the person's DCN.

Only individuals who have DCN's will appear on any turnaround form. Therefore when a case member is added to the SS-63, adequate information must be entered to enable the data entry operator to assign a DCN. Those fields are: 29. Name, 30. Race, 31. Sex, and 32. DOB. If the client being entered on the form already has a DCN, it is only necessary to enter the client's DCN (field 28) and Name (field 29). It is not necessary to enter fields 30 through 33 unless there is a change from what is already in the system.

- 28. DCN: Enter the Departmental Client Number (DCN) of the case member. This is an eight-position field.
- 29. Name: Enter the legal name of the case member. Enter first name, middle name or initial, last name, and suffix (if applicable). This is a 34 position field (first name - 12, middle initial - 1, last name - 18, suffix - 3)
- **30. Race: Enter the race code of the case member. This is a one-position field.
- **31. Sex: Enter the sex code of the case member. This is a one-position field.
- 32. DOB: Enter the birthdate of the case member. This is an eight-position field, (e.g., 00/00/0000).
- 33. SSN: Enter the Social Security Number of the case member. The Social Security Number is not required for the assignment of a DCN. This is a nine position field.

- **34. Person Type (P/T): Enter the code to indicate the Person Type for that case member, i.e., the relationship of that member to the case constellation. The SS-63 form which is automatically generated from the CA/N system will have all Victim/Children and Parent/Substitutes who were assigned a DCN in the CA/N system on the form. The Parent/Substitute who is listed as #1 on the CA/N-1 will be the Case Name, and the #2 Parent/Substitute (if there is one), will be the Parent/Caretaker (B) on the SS-63. All Victim/Children will have Person Type C automatically assigned.

The case members will appear on the turnaround form in alphabetical order based on the Person Type entered on the previous form (i.e., A - Case Name, B - Parent/Caretaker, C - Child, etc.).

- A - Case Name - This is the code for that case member who is to be designated as the case name for the Family-centered Services case. Field 3 (Case Name) will contain that person's name on the next turnaround form generated.

The person who is designated as Case Name will be considered a parent/caretaker for statistical purposes.

- B - Parent/Caretaker - This person has primary responsibility for the care, custody and control of one or more children in a Family-centered Services case. This primary responsibility may be shared (as between mother and father).
- C - Child - This is a case member, either in or out of the home, who is under 18 and who either is or should be receiving care from one or more parent/caretakers in the case.
- D - Child Caretaker - This is a child in the home (under 18 and either is or should be receiving care from a caretaker in the home) who has a child or his or her own and either has all or shares the primary caretaking function for the child.
- E - Significant Other - Member of a case who is none of the above (can be in or out of the home).

This is a one-position field.

- **35. Whereabouts (W/A): Enter the code to indicate the case member's whereabouts or location. In addition to the

two "in home" codes there are four "out of home" codes. A case member may be considered a member of the household, but residing out-of-home.

In situations involving a child's placement into Alternative Care from an active Family-centered Services case, or returning to the home from Alternative Care, this field should not be updated by the SSW as it will be automatically updated by the system from information entered on the SS-61 form. If the child's opening SS-61 is completed and entered in the system before the Family-centered Services case is set up in the system, this field should be completed for the child on the SS-63 by the SSW (with code 3 - Out of home in Alternative Care).

When a child has been in the home in an Aftercare status and the court terminates all court jurisdiction over that child, but the Family-centered Services case is not closed, the child's whereabouts should be changed to a code other than 1 - In Home following return from Alternative Care (Aftercare). It would, in most circumstances, be changed to 2 - In Home.

- 1 - In-home following return from Alternative Care (Aftercare) - This code should be used for those children who have been returned to the home from Alternative Care. When the SS-61 form is closed upon the child's return home, this field will be automatically updated to this code.
- 2 - In-home - This code is used for all persons residing in the home. This is the code which will appear on the SS-63 turnaround form generated from the CA/N system.
- 3 - Out-of-home in Alternative Care - This code should be used for all children in Alternative Care.
- 4 - Out-of-home due to incarceration - This code should be used when any member of the case is incarcerated. The Case Name can have this code when he/she is the parent of a child in Alternative Care.
- 5 - Out-of-home due to placement in mental health facility - Self explanatory.
- 6 - Out-of-home - Self Explanatory.

36. Juvenile Court Action Code and Data: Enter a code to indicate the outcome of the juvenile court action or juvenile court hearing occurring on behalf of the case member (only reported for children - Person Type C or D). Enter the date of the court action or court hearing. No entry is made in this field if the child has never had any juvenile court involvement. This is only juvenile court action which involves DFS.

- A - No legal responsibility placed with DFS by court - This code would be used when a hearing is held on a child's behalf and the outcome is that no legal responsibility is placed with DFS. This code would be used when no Alternative Care placement has been involved.
- B - Supervision by DFS (child not in Alternative Care) - This code indicates the court has ordered DFS to supervise the placement. No transfer of custody is involved.
- C - Legal custody with DFS (child not in Alternative Care) - This code indicates the court has awarded legal custody to DFS, which may or may not include court-ordered supervision.
- D - Child placed in Alternative Care - (custody and/or supervision with DFS) - As a result of a juvenile court hearing, the child is placed into an Alternative Care setting.

This field will also be automatically updated when a child enters Alternative Care from an active Family-centered Services case and when the child returns home. However, if the child's opening SS-61 is completed and entered in the system before the Family-centered Services case is set up in the system, the SSW should complete the field on the SS-63 for the child.

- E - DFS relieved of legal responsibility - This code indicates the court has relieved DFS of all court imposed legal responsibility for the child. This code would be used if the child was placed in Alternative Care but returned at the adjudication hearing.

NOTE: Codes B, C, D, and E should not be entered on the SS-63 by the SSW when the child is entering Alternative Care or returning to his/her parent's home from Alternative Care. The SS-63 for the open Family-centered Services

case will be automatically updated with the appropriate code as a result of information entered on the child's SS-61.

INSTRUCTIONS FOR RETENTION:

A copy of the SS-63 form should be maintained in the Family-centered Services case record. Previous copies may be destroyed once the turnaround copy is received.

MEMORANDA HISTORY: CS91-66; CS93-5; CS93-23; CS95-39; CS95-59